Chapter 3

Initiating a Pre-Complaint

Chapter Overview

Introduction   This chapter explains the process of initiating a complaint in the pre-complaint stage.

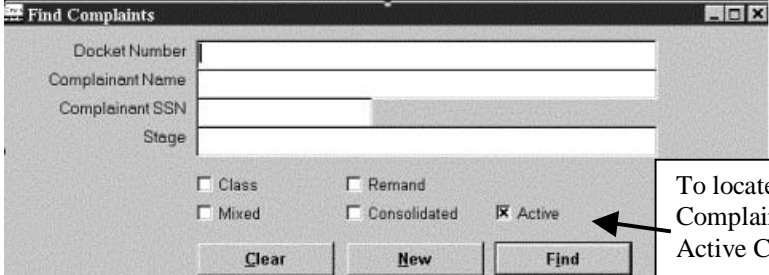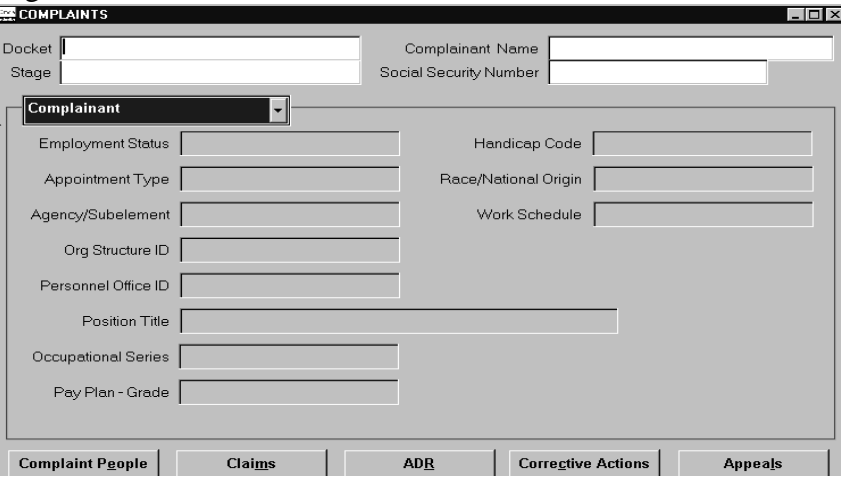**Chapter Contents**

Initiating a Pre-Complaint

Accessing the Complaints Window

Step	Action
1	On the **Navigation List**, click *Complaints Tracking → EEO Complaints Tracking → <Open>*. The **Find Complaints** Window displays to allow querying an existing complaint or enter a new complaint. (If you want to query a complaint, enter one or more of the items in the data fields and click <**Find**>. **Note:** If you input data in the **Stage** data field, it displays all the records in that stage, e.g., if you input Pre-Complaint, it displays all the Pre-Complaint records; and if you input Formal Complaint it displays all the Formal Complaint records. To locate an Inactive Complaint, deselect Active Check Box.
2	On the **Find Complaints** Window, click <**New**> and the **Complaints Window** displays with the **Complainant** Alternate Region data fields.

Initiating a Pre-Complaint, Continued

Completing the Complaints Window

Step	Action
1	There are three areas on the **Complaints** Window.

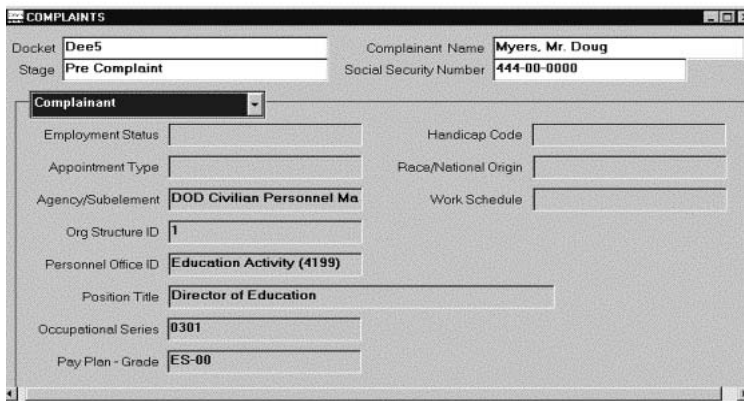| Section	Description
Header	*Docket* *Stage* *Complainant Name* *Social Security Number*
Region	There are three regions in a pre-complaint : *Pre-Complaint* (Captures basic information, e.g., date the alleged discrimination incident occurred.) *Pre-Complaint Counsel* (Complainants can choose traditional counseling or the Alternative Dispute Resolution (ADR) Process.) *Pre-Complaint Closure* (Settlement results can be captured, as well as complainant's claims, the basis for the claims, and related incidents.)
Taskflow Buttons	- Complainant People - Claims - ADR - Corrective Actions - Appeals - Agency Appeals - Person

Initiating a Pre-Complaint, Continued

Header Information

Step	Action
1	On the **Complaints** Window, enter the header information.

Data Field	Action
Docket	Type in a your component unique number.
Complainant Name	Use the LOV or type in the name of the person who initiated the complaint.
Social Security Number	The *Social Security Number* auto populate when a name is selected.
Stage	Use the LOV to select **Pre-Complaint**.
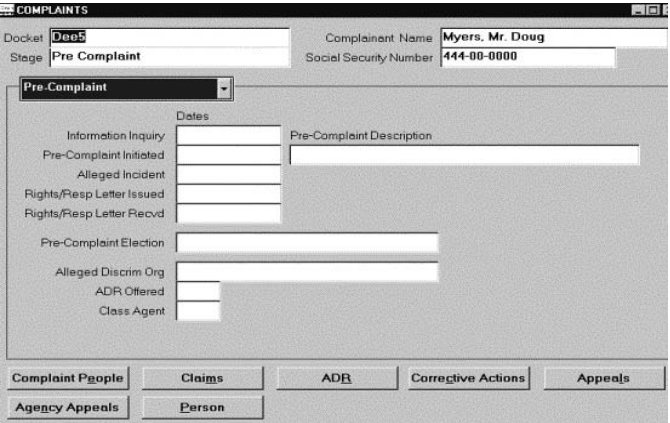
Complainant Alternate Region

Step	Action
1	On the **Complaints** Window, the **Complainant** Alternate Region populates when you select a *Complainant Name* in the header from the LOV:
2	In the **Complainant** Alternate Region, use the drop down menu to scroll down to the next alternate region an select, i.e., the **Pre-Complaint** Alternate Region.

Initiating a Pre-Complaint, Continued
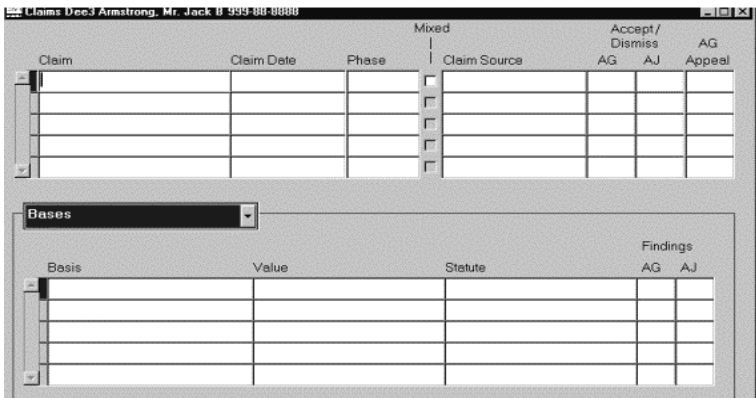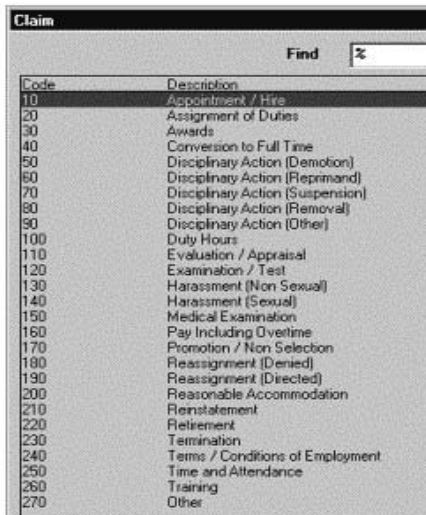
**Pre-Complaint Alternate
Region**

Step	Action
1	The **Complaints** Window displays with the **Pre-Complaint** Alternate Region data fields.
2	Enter the Dates in the **Pre-Complaint** data fields by tying them in or use the LOV to select the correct date. Type a description in the *Pre Complaint Description* data field (up to 2,000 characters).
3	Save your work.
4	Click the <**Claims**> Taskflow Button and complete the **Claims** Window to enter details on Claims, Bases, and Incidents.

Initiating a Pre-Complaint, Continued
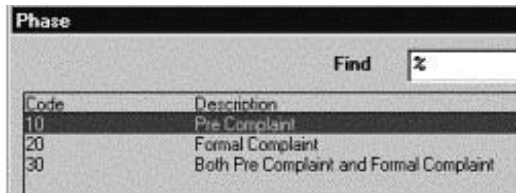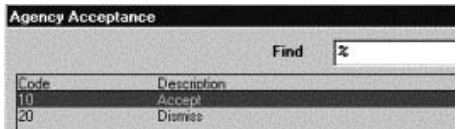
**Claims Taskflow
Button Window**

Step	Action
1	The **Claims** Window displays.
2	The **Claims** Window can contain multiple occurrences in the **Claim**, **Bases**, and **Incidents** areas. Use the LOV and enter dates for the Column information.

Data Fields	Description/Action
Claim	Click the LOV and the Description. Highlight the Claim and click <**OK**>.

Initiating a Pre-Complaint, Continued
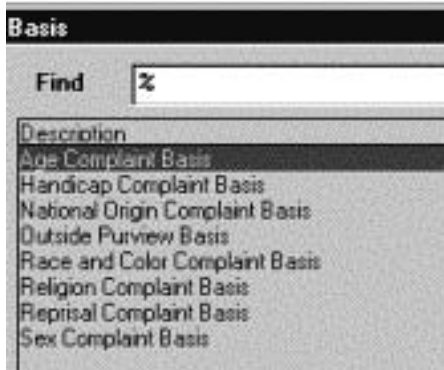
Claims Taskflow Button Window (continued)

Step	Action	
	Data Fields	**Description/Action**
	Claim Date	Type in the correct date or use the LOV and click <**OK**>.
	Phase	Use the LOV to select the *Phase* and click <**OK**>. Phase Find % Code Description 10 Pre Complaint 20 Formal Complaint 30 Both Pre Complaint and Formal Complaint
	Mixed	Check the box, if mixed.
	Claims Source	Place your cursor in the **Claims Source** Column. Click the LOV and "Complainant" automatically populates.
	Accept/Dismiss AG	If known, use the LOV make a selection: Agency Acceptance Find % Code Description 10 Accept 20 Dismiss
	Accept/Dismiss AJ	Use the LOV or type in the information.
	AG Appeal	Select **Yes** or **No** from the LOV or type in.
3	• If there is more than one **Claim,** put the cursor in the space below the first **Claim** and complete the information in the columns. • If all lines are full, click the green plus icon ⊞ on the Toolbar to add another blank line.	

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Initiating a Pre-Complaint, Continued

Bases Alternate Region
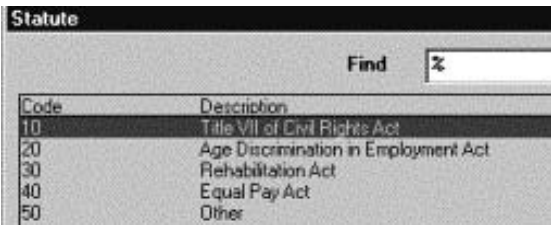
Step	Action
1	On the **Claims** Window, complete the data fields in the **Bases** Alternate Region.

Data Fields	Description/Action
Basis	Use the LOV to select the *Basis* of the action and click <**OK**>.

Initiating a Pre-Complaint, Continued
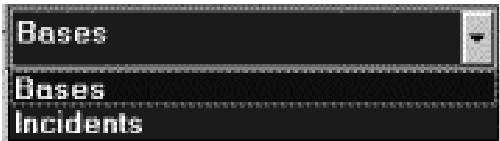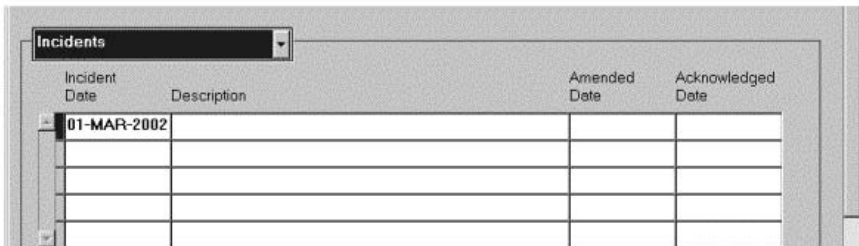
Bases Alternate Region (continued)

Step	Action

Data Fields (cont)	Description/Action (cont)
Value	Use the LOV or type in the information.
Statute	Use the LOV to enter the *Statue* and click <OK>. **Statute** Find % Code	Description 10	Title VII of Civil Rights Act 20	Age Discrimination in Employment Act 30	Rehabilitation Act 40	Equal Pay Act 50	Other
Findings – AG	Use the LOV or type in the information.
Findings - AJ	Use the LOV or type in the information.

Step	Action
2	If there is more than one **Basis**, complete the appropriate date fields as appropriate.

Initiating a Pre-Complaint, Continued
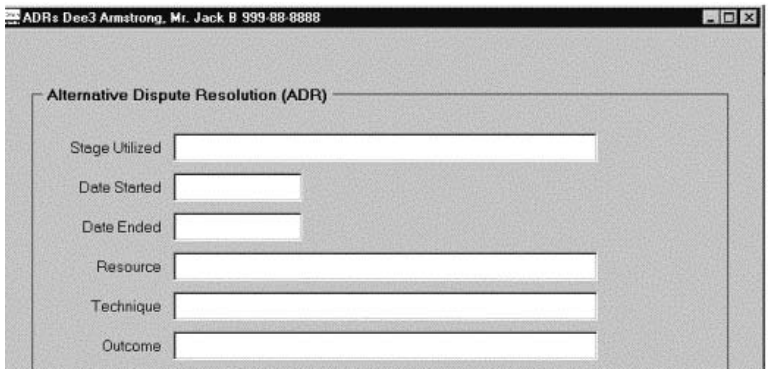
**Incidents Alternate
Region**

Step	Action
1	In the **Bases** Alternate Region, scroll down to **Incidents**. Bases Bases Incidents
2	Input a date, or use the LOV and select a date, in the ***Incident Date*** data field. Incidents Incident Date / Description / Amended Date / Acknowledged Date 01-MAR-2002
3	Enter a description of the ***Incident*** in the ***Description*** data fields.
4	Enter dates in the ***Amended*** and ***Acknowledged Date*** data fields.

Initiating a Pre-Complaint, Continued

**Alternative Dispute
Resolution (ADR)
Taskflow Button**

Step	Action
1	If the complainant chooses Alternate Dispute Resolution Taskflow Button (<**AD<u>R</u>**>), the **ADR** Window displays.

Step	Action
2	Complete the data fields.

Data Fields	Description/Action
Stage Utilized	Use the LOV to select the stage and click <OK>.
Date Started	Type in the date or use the LOV.
Date Ended	Type in the date or use the LOV.
Resource	Use the LOV to select the *Resource* and click <OK>.
Technique	Use the LOV to select the *Technique* and click <OK>.
Outcome	Use the LOV to select the *Outcome* and click <OK>.

Step	Action
3	Save your work.

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Initiating a Pre-Complaint, Continued

**Pre-Complaint Counsel
Alternate Region**

Step	Action
1	When you scroll to the **Pre-Complaints Counsel** Alternate Region, the **Complaints** Window displays with the **Pre-Complaint Counsel** Alternate data fields.
2	Enter the Dates in the **Pre-Complaint Counsel** Alternate Region date fields.
3	In the *Anonymity Requested* data field, use the LOV to select "Yes" or "No".
4	In the *Traditional Counsel Outcome* data field, select from the LOV.
5	**Save** and **Exit**.

Initiating a Pre-Complaint, Continued

**Pre-Complaint Closure Alternate
Region**

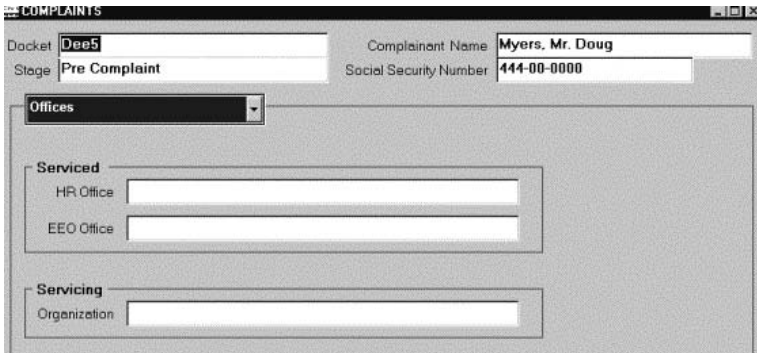| Step	Action
1	When you know the closure results of the Pre-Complaint, access the **Complaints** Window to scroll to the **Pre-Complaint Closure** Alterante Region data fields.
2	Enter the Dates in the **Pre-Complaint Closure** Alternate Region Data Fields.
3	Enter a description in the ***Pre-complaint Closure*** Data Field.
4	In the **Pre-Complainant Closure** Alternate Region, scroll down to the next region, e.g., the **Offices** Alternate Region.

Initiating a Pre-Complaint, Continued

Offices Alternate Region

Step	Action
1	Use the drop-down menu in the alternate region of the **Complaints** Window to display the **Offices** data fields.
2	Type the required data in the **Offices** Alternate Region data fields or the LOV and select the correct information.
3	**Save** your work and **Exit** the screens.
4	Exit the application if you have completed all your work.